



Commerce Manager Manual

Purpose and Overview

Commerce Manager is a payment processing site that allows UMW departments the option to accept online credit card and/or e-check payments for events such as conference registrations, workshop registrations, athletic camps, concerts, seminars, etc.

Commerce Manager can be used to collect limited information about participants and their choices for an event; it is not an event management system.

Site users follow specific guidelines and form working partnerships with finance, web managers, and perhaps IT to fully manage data flow and reconcile incoming payments against the Banner budget reports. Departments will be held accountable for record keeping and audit review.

This manual will be used in Commerce Manager training classes to assist users with the requirements necessary to organize, maintain, report, and properly record incoming payments, issue reimbursements, and provide a supportive web environment for event participants.

Version 2

05/05/2017

Training, Evaluation & System Support

<http://adminfinance.umw.edu/tess/>

Companion Manuals:

CM Reconciliation Checklist

CM Reconciliation Quick Guide

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SECTION I: Benefits of CM

Making CM Work for You

Commerce Manager provides many benefits to your department including the following:

Consultation & Training Provided

You're not alone! We will help you evaluate the needs of your payment site, share best practices for site set up, and train you on how access and evaluate the payment information reports.

Accept Online Payments

Participants can pay quickly and conveniently by eCheck or credit card.

Generate Revenue & Track Payments

Departments have access to query reports by participants, credit cards and event title for ease of reconciliation. Event revenue posts directly into the Operational Budget.

Easy Access

CM sites will link directly from the event site for seamless navigation for the payer.

Faculty-Led Programs

Provide your program participants the ability to pay for program fees and any miscellaneous charges in just a few simple clicks.

Participants Pay Online

Security and processes for credit card numbers, checks and cash are no longer a worry. Staff members are free to focus on event and program management.**

**Cash handling procedures will be followed, when required.

SECTION II: Fees

The convenience of utilizing a Commerce Manager site has associated fees, as outlined below. Fees are assessed by the credit card processors and by Nelnet Business Solutions – the owners of the Commerce Manager tool. Payment to the credit card processors and the monthly fees to Nelnet are processed on your behalf and billed as outlined.

Expenses are billed to the University on a monthly basis for the month prior. For example, January sites may not see any expenses post to their budget until March.

Payer Expenses

With limited exceptions**, Commerce Manager sites will include the credit card processing fee of 2.75% to the cost of the credit card and eCheck transaction. The participant will receive notification of the fee prior to submitting the online payment. This fee will be shown in your Commerce Manager reports, but will not be included when reconciling event revenue to Banner.

To ensure Commerce Manager transaction fees are clearly communicated in a consistent manner, please add the following statement to your event information websites. This statement should be communicated in conjunction with other registration and payment information.

Fee Disclosure Statement: Payees will incur a 2.75% service fee for each online transaction.

Monthly Department Expenses

Commerce Manager (CM) Fees

The University is charged .30 cents for all valid, invalid and refund online payment transaction. Finance prepares the invoice and submits the payment for each department. Expenses are posted to department FOAP for Grant/Local Funding sources and departments that retain revenue.

Credit Card Merchant Fees processed by Elavon and American Express

Credit card processing fees are based on a percentage of the card transaction, not to exceed 2.75%. The invoice is prepared and submitted by Finance. Departments that retain their revenue and do not pass the credit card fee to the Payer will be charged their share of credit card and associated merchant processing fees. The expense is posted to your department Fund, Org and Program code to Account code 71242C.

ECheck Fees

Visa regulations require we charge the 2.75% for each eCheck processed**. The processing fee is posted to your department Fund, Org and Program code to Account code 71242C.

Tuition Related eCheck Exemptions**

Events that are tuition related can be exempt from the Payer Processing fees of 2.75% per transaction for eCheck payments.

SECTION III: System Access, Profiles and Training Requirements

System Access

Commerce Manager sites may be requested by anyone within the department. Each CM site requires certain roles, including a Site Reporter, Site Reconciler and Department Website Manager. For more information new users can contact [TESS](#), who will coordinate appropriate training with the Reporter and Reconciler. It is acceptable for on individual to assume the role of both Reporter and Reconciler.

User Profiles and Roles

Each department shall identify one or more users for specific roles assignments in Commerce Manager. Roles are outlined below and required for event management. Each user will be designated a unique login name and password. Those with a login name and password you can visit the [QuickPay Login](#) page to access Commerce Manager reports options.

Commerce Manager passwords follow the security standards of the University and must not be shared or written down for others to access. Complete password guidelines can be found on the Information Technologies site.

Always change your password upon your initial login to CM QuickPay.

Required CM Roles

CM Reporters

Reporters have the ability to run reports and view transactions within Commerce Manager through QuikPAY. These reports contain detailed transaction information useful in payer support and registration reconciliation.

CM Reconciler

Reconcilers have the ability to run reports within Commerce Manager through QuikPAY. They must also access Banner to compare the detailed transaction reports for budget reconciliation purposes. In the event of a refund, the Reconciler will manage the refund process and paperwork according to University guidelines.

Department Website Manager

Website managers do not require Commerce Manager or Banner access. However, they must have WordPress access in order to make updates to the department's website that is hosting the event. Updates include adding detailed information about the event, payment process information and payment link(s) provided by Finance.

Training Requirements

	Banner for Budget Reconciliation	CM for Review & Reconciliation	WordPress for Website Updates
CM Reporter	Not Required	Required	Not Required
CM Reconciler	Required	Required	Not Required
Dept. Website Manager	Not Required	Not Required	Required

***EWP updates are required for the CM Reconciler if not a current Banner Finance user.**

Section IV: Website, Redirect, Public Computer, and Cash Handling

Event Website Requirements

TESS coordinates with the department website manager on the following website requirements.

1. The department requesting the CM site is responsible for posting a hyperlink on their website to the payment link provided by TESS. The full CM payment URL should never be posted on the website.
2. Create a "Successful" payment page on their department's website. A successful page will confirm payment, and direct the payer to check their email for a payment receipt from umwbills@umw.edu. Sample page:

Thank you for your payment.

Please check your e-mail for your payment receipt from umwbills@umw.edu.

For additional questions, please contact Joe Smith@umw.edu or call ext. xxxxx.

3. Create a "Failure/Abandoned session" page on their website. This page will appear to the payer when the payment is not successful or the payment is canceled by the user at the payment point. Below is a sample of a possible failure/abandoned session page. On an actual site the "link to event site" would be the actual link to the department's site and "Joe Smith" would be the contact within the department.

Payment Not Processed

**We are sorry, there was an error processing your payment request.
Please navigate back to [link to event site](#) to resubmit your payment.**

For additional questions, please contact Joe Smith@umw.edu or call ext. xxxxx.

4. The Successful and Failure page URLs are provided to TESS for CM site creation.

Successful Payment Redirect to Registration Page

Commerce Manager is designed as a payment tool, collecting large amounts or detailed information is not best suited for Commerce Manager. An excellent option for collecting detailed information is to redirect payers to a WordPress gravity form.

This gravity form is created by the requesting department and located on the department's website.

The link to the gravity form is used as the successful payment redirect and upon successful completion of payment, payers would be directed to the WordPress form to complete registration.

For more detailed information and setup instructions for WordPress gravity forms, contact <mailto:mwebmaster@umw.edu>.

The form is titled 'Name *' and has two input fields for 'First' and 'Last'. Below this is a 'Business Name' field. The 'Phone *' field is followed by an 'Email *' field. The 'Address *' section includes a 'Street Address' field, a 'City' field, a 'State' dropdown menu, and a 'ZIP Code' field.

Public Computer Access Requirements

To accept online payments at the site of the event, the requesting department is responsible for contacting the IT Help Desk. Coordination between the department and IT is necessary for access to an onsite PCI compliant payment station. A device such as a laptop, desktop, or iPad can be used as a payment station. The department must provide the station or request one from the IT Help Desk at least one month in advance of the event.

To request a payment station, email the [IT Help Desk](#) with the following information:

1. Name of Event
2. Date of Event
3. Do you have a payment device, or will you be requesting one from the IT Help Desk?
 - a. If using your own device, coordinate with the Help Desk to have the terminal re-imaged for use as a payment terminal.

Once a device is identified, coordinate with IT to have a special VLAN established for the terminal to allow access to **only** one site. This will be either the registration site for the event or the CM payment link provided to you by TESS.

1. IT will provide an ID and Password to sign on to the network during the event.
2. IT will create and test the connection of the device to the wireless network.
3. One week prior to the event, the hosting department will test the ID, Password and wireless connectivity at the physical location of the event to verify access.
4. After conclusion of the event, the department will coordinate with IT to either:
 - a. Return the borrowed IT device
 - b. Schedule to have IT re-image the device back to its original format

Cash Handling Requirements

Commerce Manager online payment methods free departments from the need to handle cash and check payments. However, if your department is not already, it is best practice to become an approved UMW Cash Collection Site. This would ensure you are able to accept an unexpected cash or check payments during the event. Follow the [Finance Procedures for Handling and Recording Incoming Payments](#) and contact the [Cashier's office](#) for additional information.

If you find the need to accept cash or check on a more frequent basis, you may wish to follow the procedures for Public Computer Access Requirements to ensure all payments are accepted online only.

The payer may also be directed to the [Cashier's Office](#) to make payment for the event. Before the event, the Cashier's Office should be notified that walk-up payments are possible and be given the FOAP for posting of the payments.

SECTION VI: Security

Password Security

Please change your password upon your first log in by clicking **Change Password** along the left side, remembering that Login Names and Passwords are case sensitive. Passwords must be at least eight characters long, include at least two letters and two digits, and *cannot* contain special characters. Please contact TESS (Training Evaluation and System Support) if your password needs to be reset at any time.

Commerce Manager passwords follow the security standards of the University and must not be shared or written down for others to access. Complete password guidelines can be found on the Information Technologies site.

Payee Access

Those who wish to register for your event will be directed to your department website which shall contain an embedded URL which links to the Commerce Manager payment site that has been designed for this specific event. The department Website Manager is responsible for managing and maintaining the event website and providing access to the URL for payment and/or registration. All Commerce Manager sites follow PCI security standards.

SECTION VI: Payment Reports

Accessing CM Payment Reports

Commerce Manager Payment Reports is the reporting tool used to access the list of all successful and/or unsuccessful payments that have been made for a specific Payment Order. Payment Reports are used to reconcile Commerce Manager payments with the amount posted to your account in the General Ledger.

To access a Commerce Manager Payment Report:

Navigate to https://quikpayasp.com/umw/commerce_manager/reporter.do.

QuikPAY[®] Login

Please enter your Login Name and Password in the fields below and then click the "Login" button.

Login Name:	<input type="text"/>
Password:	<input type="password"/>

User Information is protected. Unauthorized access is prohibited.

The QuikPAY[®] System requires the use of Microsoft[®] Internet Explorer 5.0 or newer or Netscape[®] Navigator 6.0 or newer that support JavaScript, Cascading Style Sheets (CSS), Cookies, and Secure Sockets Layer (SSL).


Enter your Login Name and Password
Click **Log In**.

Running Commerce Manager Reports

Choose **Reports Summary**.

Message Board	<h3>Message Board</h3> <p>Welcome to the <i>QuikPAY[®]</i> reporter system. Through <i>QuikPAY[®]</i>, you are conveniently able to print payment and reconciliation reports.</p> <p>Please choose from the list of options located in the column to the left.</p> <p><i>QuikPAY[®]</i> also offers context-sensitive help. Simply click on the question mark next to a field to get help.</p>
Change Password	
Reports Summary	
Find Transaction	

The Reports Summary page provides a summary of all payments made in the past 30 days.

Message Board	<h3>Payment Reports</h3> <p>Payment Past 30 days as of Sep 22, 2016 08:43 AM (Edit Date Range)</p> <p>Reconcile</p>  <table border="1"><thead><tr><th>Payment Type</th><th>Percentage</th><th>Total</th><th>Dollar Amount</th></tr></thead><tbody><tr><td>Credit Card - Approved</td><td>100.00%</td><td>12</td><td>\$500.02</td></tr><tr><td>eCheck - Posted</td><td>0.00%</td><td>0</td><td>\$0.00</td></tr></tbody></table> <p>Select Criteria</p>	Payment Type	Percentage	Total	Dollar Amount	Credit Card - Approved	100.00%	12	\$500.02	eCheck - Posted	0.00%	0	\$0.00
Payment Type		Percentage	Total	Dollar Amount									
Credit Card - Approved		100.00%	12	\$500.02									
eCheck - Posted		0.00%	0	\$0.00									
Change Password													
Reports Summary													
Find Transaction													

Select **Select Criteria** to identify report parameters.

[Select Criteria](#)

Select Time Options

Time Period

Calendar Day (default): obtain a report with specific day parameters

Business Day: obtain a report of all payments made through 5:00 P. M. the previous day.

Payments made after 5:00 P.M. Friday through 5:00 P.M. Monday will appear on one report that can be run Tuesday.

Time Period

By Day: Enter a date to obtain payment information for one day.

By Month: Enter the appropriate month and year to obtain a report of payments made during the selected month.

By Time Period (From Date is inclusive and To Date is exclusive in the report): Enter a date range to obtain payment report information for a particular time period.

Payment Report Criteria

Time Options ?	
<input checked="" type="radio"/> Calendar Day <input type="radio"/> Business Day	
<input checked="" type="radio"/> By Day	
Date:	<input type="text" value="09/26/2016"/> (MM/DD/YYYY)
<input type="radio"/> By Month	
Month:	<input type="text"/> (MM/YYYY)
<input type="radio"/> By Time Period ?	
Format:	<input type="text" value="MM/DD/YYYY"/> ▼
From Date:	<input type="text"/>
To Date:	<input type="text"/>

To view Credit Card and eCheck processors, select the **Select Credit Card Options** and **Select ECheck Options** check boxes.

☐ Select Credit Card Options ?

☐ Select ECheck Options ?

Credit Card Processors

All Card Types will be selected

Card Type:

☒ American Express

☒ Discover

☒ Mastercard

☒ Visa

All Payment Results will be selected

<input checked="" type="checkbox"/> Payment	<input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> Rejected	<input checked="" type="checkbox"/> Error	<input checked="" type="checkbox"/> Unknown
<input checked="" type="checkbox"/> Refund	<input checked="" type="checkbox"/> Approved	<input checked="" type="checkbox"/> Rejected	<input checked="" type="checkbox"/> Error	<input checked="" type="checkbox"/> Unknown

Payment Processors are listed in the left column.

Payment Orders are listed in the right column.

You will only see processors for the events that you have permissions to report on
Select all relevant processors for the event you are reporting on, including Credit Card and eCheck.

Select the Credit Card processors for the event that you wish to view the payment report for.

Payment Processors	All	None	Orders
<input checked="" type="checkbox"/> Intro to Purchasing in the Commonwealth Credit Card Processor			<input checked="" type="checkbox"/> IntrPurchCommon - Commerce Manager CSR <input checked="" type="checkbox"/> IntrPurchCommon - Commerce Manager Payer

Once you select the processor, the payment orders associated with the processor will also be selected.

ECheck Processors

All Account Types will be selected

Account Type:

☒ Checking

☒ Savings

All Payment Statuses will be selected

Payment Status:

☒ Posted

☒ Returned

☒ NOC

☒ Cancelled

Select the eCheck processors for the event that you wish to view the payment report for.

Payment Processors	All	None	Orders
<input checked="" type="checkbox"/> CIE Australia eCheck Processor			<input checked="" type="checkbox"/> CIEAustraliafixed - Commerce Manager CSR <input checked="" type="checkbox"/> CIEAustraliafixed - Commerce Manager Payer <input checked="" type="checkbox"/> CIEAustraliaflex - Commerce Manager CSR <input checked="" type="checkbox"/> CIEAustraliaflex - Commerce Manager Payer

Click **Run Report** in the bottom right corner.

Run Report

You will be taken to a Payment Report Summary which will show the Report Criteria you chose and any transactions for the time period specified based on payment type for each order selected.

Click the Name of the Processor or the Payment Card/Account Type to view more specific details

Intro To Purchasing In The Commonwealth Credit Card Processor
AMERICAN EXPRESS
DISCOVER
MASTERCARD
VISA
Subtotal

CIE Australia ECheck Processor
CHECKING
SAVINGS
Subtotal

A **red stop-sign shape with an x** indicates a transaction was rejected. The transaction **needs your attention** and should NOT be considered a successful transaction. The CM Reporter/Reconciler must contact the payer to arrange successful payment.

Transactions Per Page:

20

Confirm Number	Date (EDT)	Amount	Payment Method	Account Number	Account	Actual Pay
5001602924	09/22/16 10:57 AM	\$21.74	MASTERCARD	Cust # - INV /1111-302504--10...	UMW Parking Ticket Payment	Commei
5001602930	09/22/16 11:15 AM	\$31.11	MASTERCARD	Cust # - INV /1111-302504--10...	UMW Parking Ticket Payment	Commei
5001602932	09/22/16 11:26 AM	\$30.90	MASTERCARD	Cust # - INV /1111-302504--10...	UMW Parking Ticket Payment	Commei

To go return to the Payment Report Summary page click the back button on your internet browser.



To view all transactions:

Click **Overall** at the bottom of the Payment Report Summary page.

All Processors	Approved/ Completed/ Posted	Total	Returned	Total	Unsuccessful	Total
OVERALL	15	\$581.45	0	\$0.00	1	\$31.11

To see detailed payment information for all payments within the report parameters, click **Excel Detail**

Payment Report Details

-  Excel Basic - Download a report that contains columns displayed on current page.
-  Excel Detail - Download a report that contains more columns/details.

Note!: If the report opens in Notepad, save it.

Then from its saved location, right click on it choose to open the document with Excel.

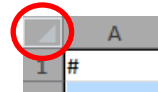
For additional assistance with setting Excel as your default program for opening all Commerce Manager reports please contact the Help Desk at x2255.

To save the spreadsheet, you will need to **click File > Save As**.

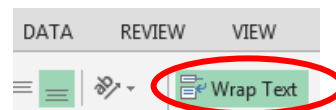
The reports can be run numerous times, if needed, and for any time period. Payments made by 5pm are posted by UMW Accounting the next business day.

Useful Tip: To format all Excel columns at once:

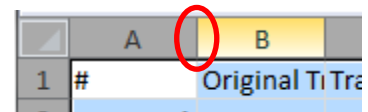
1. **Click** on the upper left block to select the entire document



2. Click Wrap Text to manage report information easily.



3. Point to the line between the column headers. When your cursor becomes a double sided arrow **double click** to expand the columns to fit the information.



SECTION VII: Transaction Search

Researching Transactions

Commerce Manager Reporters are able to research specific transactions by using the Find Transaction function in Commerce Manager. This feature is useful if a customer needs a duplicate copy of a receipt, or if a customer has requested a refund.

Message Board
Change Password
Reports Summary
Find Transaction

To process a credit card refund, the payment Confirmation Number is required. This number is also called the Confirm number on the Payment Report Details page and the Transaction ID on the Excel Detail report.

Confirm Number	Date (EDT)	Amount	Payment Method
5001602900	09/02/16 10:14 AM	\$30.82	MASTERCARD

E	F	G	H
Transaction Id	Transaction Total Amount	Transaction Account Type	Transaction Date (EDT)
5001602900	\$30.82	MASTERCARD	09/02/16 10:14 AM

To Find a Transaction:

1. Click **Find Transaction** from the left menu.
2. On the **Search** screen, enter as much information as possible to retrieve the most accurate search results – for example enter the Amount, User Name, Payment Date, and/or Email Address.

The Question Mark symbol will provide a description for each field.

3. If you have more than one CM site, you must select the Processors for the correct events.
4. Once all search information has been entered, click **Search**






Search

- a. If the search criteria exactly match one transaction, the receipt information will be displayed.
- b. If the search criteria match multiple transactions, a list of search results will be displayed to find the correct transaction.

Transaction Details

Payment
Payment made by Commerce Manager Payer
Confirmation Number: 312265192
Payment Date: Dec 20, 2012 at 10:42 AM, EST
Effective Date: Dec 20, 2012
Primary User Id: payer
Primary User Name: Commerce Manager Paye
Account: Intro to Federal Contractin
Amount of Payment: \$50.00
Cardholder's Name: Laura D. Meish

Click the Detail magnifying glass to view receipt information.

Transaction Search Results						
Detail	Confirm Number	Date (EDT)	Amount (\$)	Payment Method	Account Number	Account
	5001602932	9/22/16	\$30.90	MASTERCARD	Cust # - INV /1111-302504--10620	UMW Parking Ticket Payment
	 5001602930	9/22/16	\$31.11	MASTERCARD	Cust # - INV /1111-302504--10620	UMW Parking Ticket Payment
	5001602926	9/22/16	\$30.28	MASTERCARD	8842-205610-56406-99950/8842-205610--99950	UMW in Australia Flexible Payment
	5001602924	9/22/16	\$21.74	MASTERCARD	Cust # - INV /1111-302504--10620	UMW Parking Ticket Payment
	5001602920	9/22/16	CR \$25.00	MASTERCARD	8851-201102-56406-99950/8851-201102-71242C-99950	Day Conference on Dementia

SECTION VIII: Documentation Requirements

Required Reconciliation Documentation

Reconciliations must be completed by the 10th of the following month. (For example, May's reconciliation must be completed by June 10th.) A Reconciliation folder holds all information related to each month's transactions including invalid transaction and refund documentation. The file can be a manila folder per month, a notebook tabbed by month, or a hanging folder. The file must be shared with TESS, or those in the Accounting or Audit function upon request.

The Reconciliation File must include the following for each month:

- ✓ Summary Payment Report for the month
 - CM and Banner Payment Reports
 - Sign/Date report to verify reconciliation with Banner
- ✓ Invalid Transaction Documentation (*when relevant*)
 - Include printout of any invalid transactions
 - Documentation of how the invalid transaction was corrected
- ✓ Refund Documentation (*when relevant*)
 - Printout of original transaction
 - Printout of credit card refund transaction detail

Three years of your most recent file must be available for internal audit, external audit or public review.

SECTION VIII: Reconciliation to Banner

Reconciliation Process

To reconcile your CM transactions:

1. Run the CM Payment Report for your event.
2. Access Banner INB **FGIBDST** or Banner SSB Budget Query to review posted payments from your CM transactions.
3. See the Reconciliation [Quick Guide](#) for additional step by step SSB assistance.

CM transactions are posted daily in a lump sum to Banner. Transactions posted in CM after 5:00pm are included in the following day's End of Day (EOD) file and processed accordingly:

CM Posting	5:00 pm EOD File	Banner Posting
Monday before 5 pm	Monday	Tuesday AM
Monday after 5 pm	Tuesday	Wednesday AM
Friday before 5 pm	Friday	Monday AM
Friday after 5 pm	Monday	Tuesday AM
Day prior to Holiday posting will be posted in Banner as soon as possible after UMW offices open for business.		

- ✓ Review CM transaction for Invalid Transactions.
 - You may contact TESS for further review of Invalid transactions.
- ✓ The department hosting the event must contact the Payer of the Invalid transaction to arrange payment.
 - Documentation of the Invalid transaction and how it was resolved must be retained in the Monthly CM Reconciliation File.

Banner Description Field

For purposes of incoming revenue, the Banner Description field is populated based on the manner in which payment is received. Payments made in Commerce Manager are posted to Banner using the following template: “CMmmddyy-Title of Program”. Cash and Checks deposited at the Cashier’s Office begin with the Cash Transmittal Number “ACxxxxxxx” followed by the Title of the Program “ACxxxxxxx-Leadership Colloquium”. For more information regarding incoming payments and budget postings, refer to the Banner Budget Manual.

Account	Organization	Program	Document	Description	Field	Amount	Increase (+) or Decrease (-)
56406	205526	99950	F0030347	AC160001-Leadership Colloq	YTD	179.00	+
56406	205526	99950	F0030335	CM10132015-Leadership Colloq	YTD	398.00	+

Sample Reconciliation Views

Sample CM posting for three \$30.00 charges made before 5pm.

Transaction Total Amount	Transaction Account Type	Transaction Date	Transaction Effective Date	Transaction Description
30	AMERICAN EXPRESS	3/15/2016 12:02	3/15/2016 0:00	Introduction to Purchasing in the Commonwealth
30	VISA	3/15/2016 15:31	3/15/2016 0:00	Introduction to Purchasing in the Commonwealth
30	VISA	3/15/2016 15:37	3/15/2016 0:00	Introduction to Purchasing in the Commonwealth

Sample Banner posting that combines the CM transaction totals the following day.

Account	Organization	Program	Activity Date	Type	Document	Field	Amount	Increase (+) or Decrease (-)
56406	208300	10310	16-MAR-2016	ARB	F0031583	CM031516-Intro to Purch	90.00	+

Sample CM report for payments made after 5pm.

Transaction Total Amount	Transaction Account Type	Transaction Date	Transaction Effective Date	Transaction Description
30	VISA	3/21/2016 21:00	3/22/2016 0:00	Introduction to Purchasing in the Commonwealth

Sample CM charges made after 5pm have and Effective Date of the following Business Day. Charges made after 5pm are posted to Banner two days following the CM payment date.

Account	Organization	Program	Activity Date	Type	Document	Field	Amount	Increase (+) or Decrease (-)
56406	208300	10310	23-MAR-2016	ARB	F0031644	CM032216-Intro to Pu	30.00	+

Comparing Payment Reports to Banner

Commerce Manager Payment Reports and Banner Budget Transaction Details can be exported to Excel to allow these documents to be viewed side by side. The example below illustrates using Banner INB. (For Banner SSB steps please see the [CM Reconciliation Quick Guide](#).)

1. Log into Commerce Manager as an Administrative Reporter
2. Pull the **Payment Report** for the selected time period as outlined in Section VII of this document.
3. Select '**Get All (detailed – MS Excel 97-2003)**'
4. Open this document in Excel
5. Log into Banner INB
6. Go to Banner INB Organization Budget Status [FGIBDST]
7. Enter the FOAP information that is associated with incoming Commerce Manager transaction. Next Block.

Organization Budget Status FGIBDST 8.5 (PROD)

Chart: M
Fiscal Year: 14
Index:
☐ Query Specific Account
☒ Include Revenue Accounts
Commit Type: Both

Organization: 205024 Schneider
Fund: 8530 UMW Summer in Italy-Orvieto
Program: 99950 Agency Funds
Account:
Account Type:
Activity:
Location:

8. Select within the YTD Activity Field

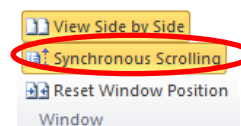
Account	Type	Title	Adjusted Budget	YTD Activity	Commitments	Available Balance
56406	R	Miscellaneous Revenue	0.00	14,794.00	0.00	-14,794.00
71227	E	Training-Travel costs (NON IT r	0.00	3,884.90	0.00	-3,884.90
71242C	E	Commerce Manager CC Fees	0.00	1.50	0.00	-1.50

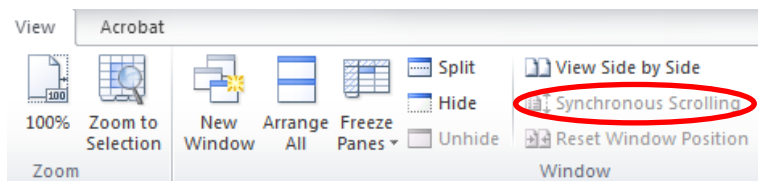
9. Go to **Options** – select **Transaction Detail Activity**
 - a. This will display the individual transactions that make up the total Year to Date Activity.
10. Go to **Help** – **Extract Data No Key**
11. Open the file
 - a. This document will open in the Excel Workbook that was opened when the Commerce Manager Payment Report was opened.

Useful Tip: Side by Side Excel Comparison

To easily compare documents side by side in the same Excel window, follow the steps below.

1. Go to View – View Side by Side
2. View Side by Side will automatically turn on the Synchronous Scrolling feature





3. To turn off this feature: Unselect the Synchronous Scrolling option.
4. This allows for comparison and reconciliation between what is posted to the budget in Banner and individual Commerce Manager transactions.

gokoutd [Read-Only]

E	F	G	H	I	J	K	L	M	N	O
1	ARB	F0025583	Smith, Brandon Italy	U	8530	2-Apr-14 YTD	1846 +			
2	ARB	F0025583	Smith, Brandon Italy	U	8530	2-Apr-14 YTD	-1846 -			
3	ARB	F0025583	Smith, Brandon Italy	U	8530	2-Apr-14 YTD	1846 +			
4	ARB	F0025583	Smith, Brandon Italy	U	8530	2-Apr-14 YTD	1846 +			
5	ARB	F0025583	Smith, Brandon Italy	U	8530	2-Apr-14 YTD	1846 +			
6	ARB	F0025567	Smith, Brandon Italy	U	8530	1-Apr-14 YTD	1846 +			
7	ARB	F0025567	Smith, Brandon Italy	U	8530	1-Apr-14 YTD	1846 +			

TransactionReport-2014-05-02

	K	L	M	N	O
1	Order Amount	Account Holder Name	User Choice 2	User Choice 3	User Choice 4
2	2800	Michael S. Smith	Michael S. Smith	Michael S. Smith	Michael S. Smith
3	1500	Michael S. Smith	Michael S. Smith	Michael S. Smith	Michael S. Smith
4	2300	Michael S. Smith	Michael S. Smith	Michael S. Smith	Michael S. Smith
5	1846	Michael S. Smith	Michael S. Smith	Michael S. Smith	Michael S. Smith
6	1846	Michael S. Smith	Michael S. Smith	Michael S. Smith	Michael S. Smith
7	987.5	Michael S. Smith	Michael S. Smith	Michael S. Smith	Michael S. Smith

SECTION IX: Refunds

Refund Processing

Refunds, excluding fees; may be provided back to the payee. Prior to refund issuance, the following considerations are necessary:

- a. Banner payment validation. Review Section VIII.
- b. Verification of payment method - was the payment made by credit card or eCheck?
- c. Classification of payee - was payee a student, non-student, vendor, etc.?
- d. Evaluation of current University policies, procedures and Commerce Manager site operations. During training, TESS will indicate whether your site follows the refund procedures listed below.

Use the *Find Transaction* option on the [Reporter Site](#) to locate payee details. This information can also be found on the daily reports run by each department.

UMW Student Refund

Credit Card Refunds

- Commerce Manager site manager notifies TESS and provides: student name, payment method, payment amount, and Commerce Manager confirmation number.
- TESS:
 - Coordinates with Accounting and Student Accounts to determine owed balances.
 - Payment amount, less fees and outstanding balances, are returned to the card of origin.

ECheck Refunds

- Commerce Manager site manager notifies Accounting and provides: student name, payment method, payment amount, and Commerce Manager confirmation number.
- Accounting verifies any outstanding balances owed to UMW and:
 - Coordinates with Student Accounts to determine amount owed to the University.
 - Notifies CM site manager of proper refund amount.
- Once verified, the CM site manager will follow the [University Refund Procedure](#).
- Prior to issuance of payment, department requests student to complete [Direct Deposit](#) form.

Non-UMW Student Refund

Credit Card Refunds

- Commerce Manager site manager notifies TESS and provides: name, payment method, payment amount, and Commerce Manager confirmation number.
- TESS:
 - Coordinates with Accounting and Student Accounts to determine owed balances to the University.
 - Payment amount, less fees and outstanding balances, are returned to the card of origin.

ECheck Refunds

- Follow the [University Refund Procedure](#).
 - Submit required documentation to Accounts Payable.
 - Payment amount, less fees and outstanding balances, is returned to the payer.
- Accounts Payable enters Direct Pay Request into Banner.
- Payment made by a combination of credit card & e-check is refunded by check.

SECTION X: Commerce Manger for Misc. Postings

Commerce Manager sites are used across campus for multiple purposes. If your department offers professional development courses or manages miscellaneous account receivables (building rentals, specific university fees); your Banner securities will allow access to additional forms for Commerce Manager and Banner reconciliation requirements.

TSAAREV – Account Detail Review

The Account Detail Review Form is used to review charge and payment information about an account. The balance of the account and the current amount due are calculated and displayed on the last line of this form. Any changes to the account information will modify these balances.

Account Detail Review Form - Student TSAAREV 8.0.1 (SAND)

ID: Mr. John J Doe Credit Limit:
User: Holds:

Account Details

Detail Code	Description	Term	Charge	Payment	Balance	Source Code	Effective Date
<input type="text" value="F836"/>	SCH CONT STUD COMP COURSE	<input type="text" value="200930"/>	-45.00		.00	<input type="text" value="T"/>	<input type="text" value="01-AUG-2009"/>
F836	SCH CONT STUD COMP COURSE	200930	45.00		.00	T	22-JUL-2009
F031	ACD SUP SER FEE CS MANDATOR	200930	20.00		20.00	T	22-JUL-2009
T350	TUITION SCHL CONTINUING STUD	200930	3,384.00		3,384.00	T	22-JUL-2009
F202	STD ACT FEE MANDATORY UNDF	200930	39.96		39.96	T	22-JUL-2009
C000	TUIT000001038WAIVER ADM U DE	200920	-1,638.00		.00	T	01-JUN-2009
C000	TUIT000001085WAIVER UC PT U C	200920	-1,638.00		.00	T	01-JUN-2009
B590	FINANCE CHARGE CREDIT	200920		50.08	.00	T	03-JUN-2009
B599	FINANCE CHG ON 3,276.00	200920	50.08		.00	T	31-MAY-2009
T602	SUMMER TUITION SCH CONT STU	200920	3,276.00		.00	T	22-APR-2009
P000	PAYMENT ON ACCOUNT	200910		39.98	.00	T	20-FEB-2009
C000	TUIT000001038WAIVER ADM U DE	200910	-819.00		.00	T	01-FEB-2009

◀ ▶

Query Balance	Account Balance	Amount Due	Memo Balance	Authorized Aid Balance	NSF	Receipt
<input type="text" value="3,443.96"/>	<input type="text" value="3,443.96"/>	<input type="text" value="3,443.96"/>	<input type="text" value=".00"/>	<input type="text" value=".00"/>	<input type="text" value="0"/>	<input type="text" value="N"/>

TGIACCD

The Account Detail Query is used to find information by specific Detail Codes. Any fields in the query are searchable; however the most common are the Detail Code for general information. To refine you search further enter the ID or the Term and click Execute Query.

Account Detail Query TGIACCD 8.3 (PROD)

ID	Name	Detail Code	Description	Amount	Balance
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>